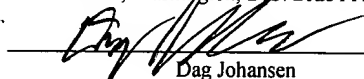


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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 Tuesday, April 11, 2000.


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Patent Application for:

Frank A. Galdes, et al.

Serial No.: 09/137,989

Filing Date: 8/21/98

For: **A METHOD AND APPARATUS FOR
NETWORK BASED CUSTOMER
SERVICE**

Examiner: R. Ho

Group Art Unit: 2771

AMENDMENT AND RESPONSE TO OFFICE ACTION

Assistant Commissioner of
Patents and Trademarks
Washington, D.C. 20231

Sir:

In response to the Office Action dated 11/10/99, please amend the patent application as follows:



IN THE DRAWINGS:

In **Figure 2**, please allow "Agent's Browser 130" to be replaced by --Advisor's Browser 130--. This amendment provides consistency with **Figure 1** and the text.

IN THE BACKGROUND:

On page 1, line 8, please replace "within the corporation" with --within a corporation--.

IN THE SUMMARY:

On page 3, line 1, please replace "A method and apparatus for network based customer service is described." with --A method and apparatus for improving network based customer service is as follows.--.

On page 3, line 10, please replace "client." with --client.

A2
conf

This method offers several advantages over the prior art. It allows the client to receive help from an advisor without leaving the web page on which a problem occurred. It enables a client to send information helping the selection of a solution or selection of an advisor able to determine a solution. It enables the advisor to see customer information and web context information that may assist an advisor in finding a solution. It provides the advisor a synchronized display with the client, so that the client can clearly demonstrate the problem to the advisor.